

2-9193

# InLine® Plus

## Caller ID on Call Waiting Speakerphone Use and Care Guide



**Southwestern Bell**

## SAFETY INFORMATION

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1. Read all instructions in this manual.
2. **Observe all warnings and instructions marked on your product.**
3. **Do not use your product near water, or when your hands are wet.** If the product comes into contact with any liquids, immediately unplug the power supply. Do not plug your product back in until you have thoroughly wiped it dry.
4. **Unplug your product from all telephone jacks before cleaning.** Clean exposed areas with a soft, damp cloth. **DO NOT USE LIQUID OR AEROSOL CLEANERS TO CLEAN THIS PRODUCT.**
5. **Install the product in a secure location, where no one will step or trip over the phone line or power cord.**
6. **Do not place objects on the phone or power cords which may damage them.**
7. **If the product is not operating normally or if it is damaged, please refer to the Limited Warranty. In all instances, do not open the plastic housing.** This may expose you to dangerous electrical shock and other risks. Opening the plastic case will void your warranty.
8. **During thunderstorms, avoid using telephones except cordless ones.** The chances of electric shock from lightening does exist.
9. **Never touch uninsulated telephone wires or terminals unless the telephones lines have been disconnected.**
10. **Do not overload wall outlets and extension cords as this can result in electrical shock.**

Save these instructions

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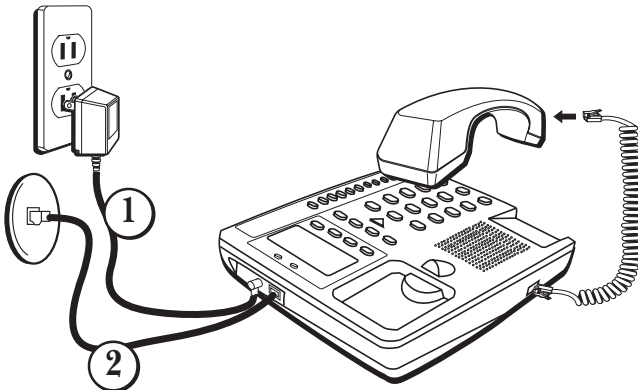
**WARNING:** TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

	<b>CAUTION</b> RISK OF ELECTRIC SHOCK DO NOT OPEN	
THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF DANGEROUS VOLTAGE INSIDE THE PRODUCT.	CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

## SET UP

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1. Connect the adapter. Plug the large part of the adapter into the wall outlet and the adapter tip to the jack at the rear side of unit. (Use only 9V DC, 300mA, Center negative Class 2 adapter.)
2. Connect the telephone line cord.
  - A. To connect without an answering machine.
    - Take the new line cord supplied to connect the PHONE jack of your new caller ID phone to the modular wall jack.

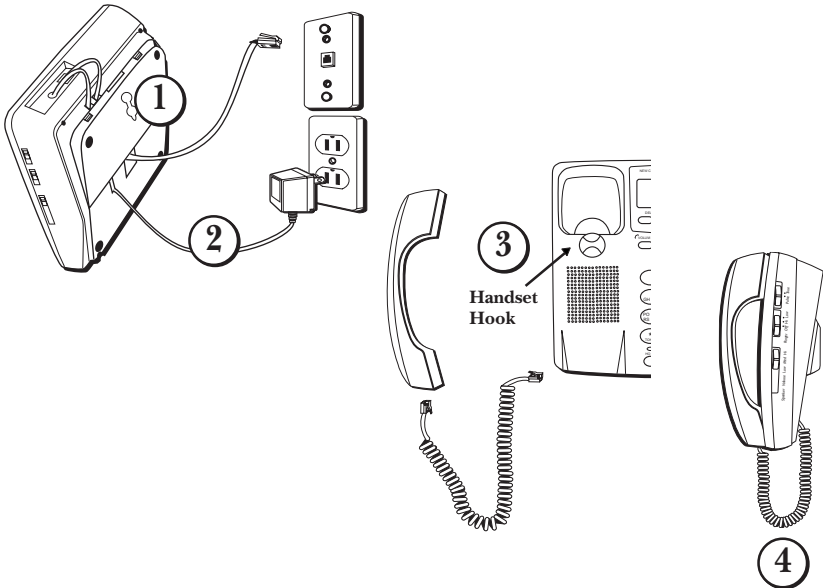


- B. To connect with an existing answering machine.
  - Use the existing line cord supplied to connect the LINE jack of your answering machine to the wall modular line jack.
  - Take the new line cord supplied to connect the telephone's jack of your new caller ID phone to the PHONE jack of your answering machine.
  - Set your answering machine to answer the phone after 2 or more rings.

3. Follow the procedure *"Setting Up Your Unit"* to set up your unit.
4. Place the unit on a flat table or mount it onto a wall. If you desire to place it onto a wall, please use the wall mount bracket and short line cord supplied to accomplish the wall mounting.

## WALL MOUNT INSTRUCTIONS

1. Remove wall mount bracket and route cords as shown in diagram below.
2. Connect the adapter and the line cord. See Steps 2 & 3 on preceding page for specific instructions.
3. Rotate the handset hook, plug the coiled cord into the handset, and then plug the other end of the cord into the base.
4. Place the handset on the base.



# SETTING UP YOUR UNIT

## FACTORY PRESETS

The following table shows you the factory settings for your unit:

<b>Display</b>	<b>Setting</b>
Language	English
LCD Contrast	1
Area Code	no setting
LDS Code	1

After the adapter is connected, the display will show as indicated below for setting.

1. “*SET LANGUAGE*” appears on the display. Press the REVIEW UP (▲) button to select the language, E - English, F - French, S - Spanish, and then press the DIAL button to confirm the selection.



2. When “*LCD CONTRAST*” appears, press REVIEW UP (▲) to set the contrast darker, and then you can press REVIEW DOWN (▼) to set the contrast back to the preset. The preset value is “1” and “2” is darker. When you are finished with this setting, press DIAL. The display will indicate as shown below and is ready to let you set the area code.



3. When “*SET AREA CODE*” appears, use REVIEW UP (▲) and REVIEW DOWN (▼) to set your local area code.

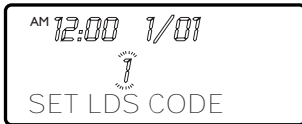


REVIEW UP (▲) button - to change the digit from -,0,1,2~9.

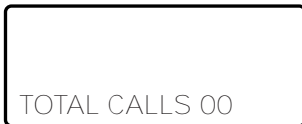
REVIEW DOWN (▼) button - to move to the next digit.

When you are finished setting the local area code, press DIAL. The display will indicate as shown below and will be ready to let you set the LDS (long distance) code.

4. When “*SET LDS CODE*” appears, press REVIEW UP (▲) to change the long distance code from -,0,1,2~9. When you are finished, press DIAL. The display will indicate as shown (Stand-By Screen) and be ready to receive incoming calls. You have to set the LDS code as “1” when you are in the USA or Canada.



5. The time and date are automatically set when a caller ID (CID) number is received. The unit will keep the current time accurately, and is updated each time a CID number is received. After the time is initially set, at the Stand-By Screen, you can press the MENU button to check or reprogram the language, area code, and LDS code.



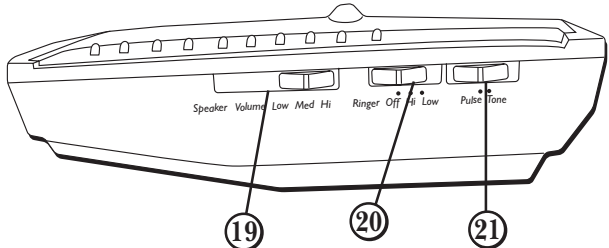
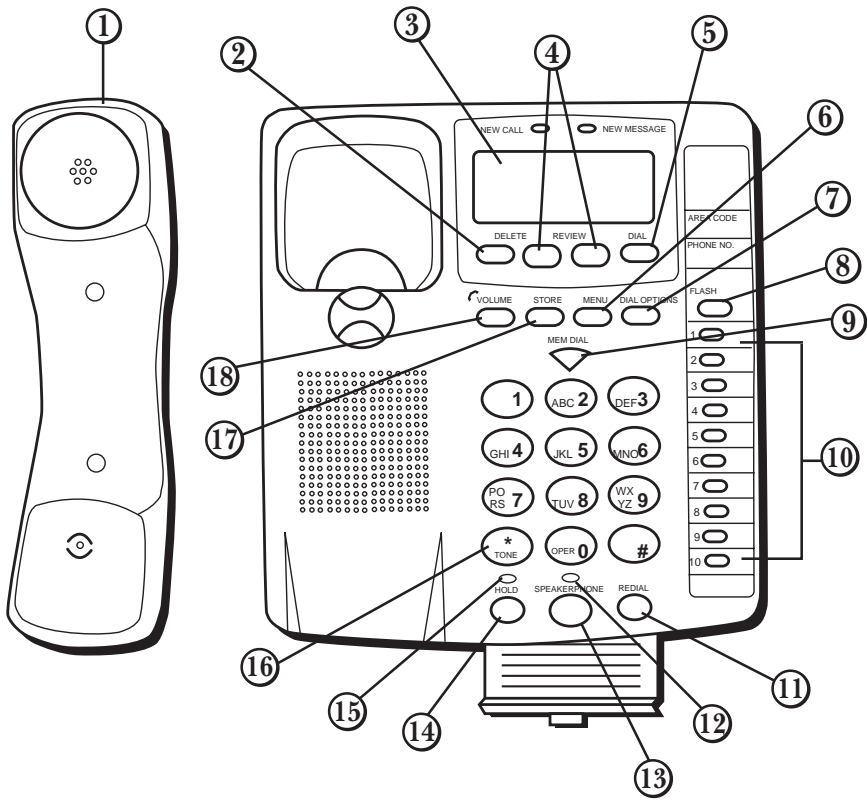
After you have set up the unit completely for the first time, use the MENU button to review or reprogram the Language, Area Code or LDS Code.

# FEATURES

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1. **HANDSET** - Used for speaking and private listening during a telephone conversation.
2. **DELETE BUTTON** - Erases the displayed caller ID records or erases all records.
3. **DISPLAY WINDOW** - Displays the current time, the telephone numbers you dialed, and information of the caller ID.
4. **REVIEW UP AND REVIEW DOWN BUTTONS** - Review the stored caller ID records.
5. **DIAL BUTTON** - Dials the displayed telephone number.
6. **MENU BUTTON** - Use to review or change Language, LCD Contrast, Area Code, LDS Code, or Time & Date settings.
7. **DIAL OPTIONS BUTTON** - Allows you to arrange the format of a displayed telephone number before pressing the DIAL button.
8. **FLASH BUTTON** - Used for special services, including call waiting.
9. **MEM DIAL BUTTON** - Speed Dial any 10 phone numbers stored in the keypad buttons.
10. **10 AUTO MEMORY BUTTONS** - Speed Dial any 10 phone numbers at the touch of a button.
11. **REDIAL BUTTON** - Redials the last telephone number you dialed.
12. **SPEAKERPHONE INDICATOR** - Lights during speakerphone operation.
13. **SPEAKERPHONE BUTTON** - Used to activate speakerphone.
14. **HOLD BUTTON** - Allows you to temporarily place a call on hold.
15. **HOLD DICATOR**- Indicates when a call has been placed on hold.
16. **TONE BUTTON** - Allows you to switch from pulse dialing to tone dialing while PULSE/TONE switch is set to pulse position.
17. **STORE BUTTON** - Stores up to 10 important telephone numbers and 10 keypad memory locations.
18. **VOLUME BUTTON** - A built-in amplifier feature which allows you to have a louder listening level from the receiver of the handset.
19. **VOLUME CONTROL** - Adjusts speakerphone volume level.
20. **RINGER SWITCH** - Selects ringer volume HI-LOW-OFF.
21. **PULSE/TONE SWITCH** - Allows you to select either pulse (rotary) or tone dialing.





# USING THE PHONE

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## PULSE AND TONE DIALING

1. If your home is equipped with a touch tone dialing system, set the PULSE/TONE switch to the TONE position.
2. If your home is equipped with a rotary(pulse) dialing system, set the PULSE/TONE switch to the PULSE position.
3. If you are unsure which system you have, set the switch to the TONE position. Lift the handset. When you get a dial tone, dial a telephone number. If the dial tone continues, move the switch to PULSE, and then dial the telephone number again.

NOTE: In order for the Caller ID callback feature to work (see *Using the Caller ID Function*), you must set the PULSE/TONE switch to the TONE position.

## RECEIVING A PHONE CALL

1. Be sure the RINGER switch is set to the HI or LOW position.
2. When the phone rings and the caller's information shows on the display window (refer to *Using the Caller ID Function*), lift the handset or press the SPEAKERPHONE button and begin your conversation.
3. Set the RINGER switch to the OFF position when you do not want to be interrupted by the phone ringing.

## PLACING A PHONE CALL

1. Lift the handset or press the SPEAKERPHONE button and wait for a dial tone.
2. Dial the telephone number you wish to call. The number will appear on the display window.

## SPEAKERPHONE BUTTON

1. Receiving Incoming Calls
  - A . When the phone rings and the caller's information shows on the display window (refer to *Using the Caller ID Function*), press and release the SPEAKERPHONE button and talk normally into the built-in microphone from a distance of 5-6 inches.

- B. You can adjust the volume of the caller's voice by sliding the VOLUME control on the right side of the phone.
  - C. After the conversation has finished, press the SPEAKERPHONE button to hang up.
2. To Make A Call
- A. Press and release the SPEAKERPHONE button.
  - B. When you hear a dial tone, dial the number or press the auto memory button just as you would on any other push-button telephone. The number appears on the display window.
  - C. When your party answers, adjust the sound level of his or her voice by sliding the VOLUME control located on the right side of the phone.
  - D. After the conversation has finished, press SPEAKERPHONE to hang up.

NOTES:

- 1. If you wish to switch from speakerphone to handset, simply lift the handset.
- 2. If you wish to switch from handset to speakerphone, press and release SPEAKERPHONE and then hang up the handset.

## **DURATION COUNTER**

A built-in counter will start counting for your reference 6 seconds after you lift the handset or 6 seconds after you dial a telephone number.

## **TONE BUTTON**

If the PULSE/TONE switch is set to the PULSE position, and you want to make a tone dialing call after pulse dialing, press the TONE button once, A built-in amplifier feature allows you to increase the listening volume in the receiver of the handset when speaking with your party. When needed, press the VOLUME button.

## **AUTOMATIC MEMORY**

This telephone can store up to 20 telephone numbers (10 auto memory buttons and 10 keypad memory locations ). Each of the memory number locations can store up to a maximum of 15 digits. Numbers can be stored in either pulse or tone mode.

### **TO STORE A PHONE NUMBER IN MEMORY:**

1. Lift the handset and then press the STORE button.  
"MEMORY STORING" appears on the display window.
2. Dial the number you want to store in memory.
3. Press STORE again.
4. Press the desired memory location.
  - To store in an auto memory button (located on left-hand side of base) - Press 1, 2, 3...or 10.
  - To store in a keypad memory location - Press one of the keypad buttons (1,2,3...9, or 0).
5. Hang up.
6. Use pull out memory index to write in name and location where it is stored.

### **TO DIAL A PHONE NUMBER IN MEMORY:**

1. Lift the handset and wait for a dial tone.
2. Press any memory location.
  - To dial an auto memory button (located on left-hand side of base) - Press the desired auto memory button (1, 2, 3...or 10 ).
  - To dial a keypad memory location - Press the MEM DIAL button first, and then the desired keypad button (1,2,3...9, or 0).
3. The number will be displayed and dial automatically.

## **VOLUME BUTTON**

A built-in amplifier feature allows you to increase the listening volume in the receiver of the handset when speaking with your party. When needed, press the VOLUME button.

The volume will go back to normal after you hang up the handset.

## **REDIAL BUTTON**

1. If the number you dialed is busy, or you want to call the last number dialed again, press and release the hook switch for a new dial tone.
2. Press REDIAL. The number will appear on the display window.
3. The last number called will automatically be redialed.

## **HOLD BUTTON**

1. To place a call on hold, press the HOLD button and hang up the handset. The HOLD INDICATOR will light up and remain lighted until you resume your conversation.
2. To resume your conversation, lift the handset or that of any extension phone on the same line or press and release HOLD. The HOLD indicator will go out and your call can continue.

## **FLASH BUTTON**

This telephone provides a break signal for a PABX service of Call Waiting from your local telephone company. If you have Call Waiting service, you can operate the Call Waiting function per the following instructions.

1. While having a conversation, another party calls and you hear a tone.
2. Press the FLASH button once and release. The first conversation is placed on hold and the second call can be answered.
3. Press FLASH again and release. The first caller can be spoken to again and the second call is placed on hold.

NOTE: If you also have subscribed to Call Waiting Caller ID service, please see *Call Waiting Display* below.

## **CALL WAITING DISPLAY**

In the past, if you had call waiting service, a tone alerted you there was a new call coming while you were on an existing call.

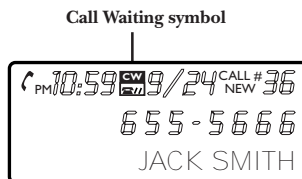
Now our Call Waiting Caller ID not only tells you there is another call waiting, but lets you know who the caller is before you answer it. The call waiting information will be shown on the unit's display.

The Call Waiting (CW) symbol will flash for 16 seconds along with the telephone number and name of the person who is on call waiting. Press the FLASH button to put the existing call on hold and answer the new call.

No matter whether you answer the call or not, the Call Waiting Caller ID will store the call information for future reference.

NOTE: Make sure you have subscribed to both Call Waiting Caller ID and Caller ID service from your local telephone company.

If you only have Caller ID service, the unit works for caller ID only.



## **USING THE CALLER ID FUNCTION**

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### **MESSAGE LIGHT**

An indicator marked NEW CALL will light up to let you know when there are new calls received.

If you have a voice mailbox service with your telephone company, another indicator marked NEW MESSAGE will flash to alert you to dial your telephone company to check your new messages.

The NEW MESSAGE indicator also monitors the unit's situation. When the phone is in use, the NEW MESSAGE indicator will be on continuously. If the indicator is flashing quickly, it means the phone is ringing. If it is not ringing and the light is flashing, the unit has experienced a power outage.

### **MESSAGE WAITING**

This unit's Message Waiting Detection is for both FSK and Stutter Tone Systems.

#### **IF YOUR SERVICE IS FSK:**

1. If you have a voice mailbox service from the phone company, the NEW MESSAGE indicator will flash and "MESSAGE WAITING" will

appear on the display for 20 seconds when a message waiting signal (on) from the Central Office is received.

2. The NEW MESSAGE indicator will go off and "MSG WAITING OFF" will appear for 20 seconds if the message waiting off signal is sent from the Central office.

### **IF YOU ARE IN AN AREA WHERE AN FSK SIGNAL IS NOT AVAILABLE:**

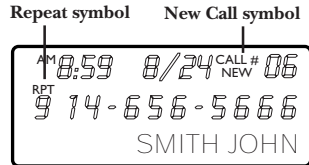
1. This unit will check your line for a stutter dial tone every time you hang up or each time a call goes unanswered. The NEW MESSAGE indicator will flash when there is a message waiting.
2. You may experience some delay in seeing the NEW MESSAGE indicator light up even though there are messages in your mail box. This delay is due to regulatory matters and does not indicate a problem with the unit.

This unit may not be activated or deactivated under certain conditions. For example, when you retrieve your message from an outside phone (not your own telephone number), the NEW MESSAGE indicator may not be canceled when you return home. If you experience this situation, pick up the receiver and hang up. The NEW MESSAGE indicator will cancel

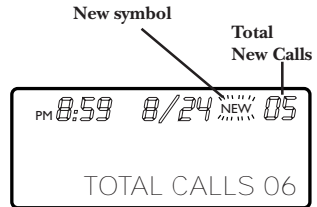
3. The number will be displayed and dial automatically.

### **RECEIVING CALLS**

1. When the telephone is not in use and a new call is received, the display will show the NEW symbol, the phone number, the caller's name, and time and date of the call for 20 seconds. The RPT (Repeat) symbol will appear if the call has come in more than once.



2. After 20 seconds with no activity, the display will default to the Stand-By screen and remain on until another call is received or a button is pressed. This will show you the total number of calls stored and how many new calls that have not been reviewed.



## REVIEWING CALLS

1. When the NEW symbol is flashing on the Stand-By screen, you have new incoming calls. Next to the NEW symbol is the total number of new calls. Press the REVIEW UP (▲) and REVIEW DOWN (▼) buttons to review the incoming stored calls.
2. The NEW symbol attached to each call will be removed after you review the call.
3. If the NEW symbol is still flashing when the display goes back to the Stand-By screen, there are new calls that you have not yet reviewed.
4. The reviewed number can be stored into any of the auto memory buttons or keypad memory locations by pressing the STORE button first, then one of the memory buttons.
5. When you have reached the end of the call records, the display will indicate “-END OF LIST-”, confirming there are no more calls stored.

NOTE: If the telephone number received is more than 10 digits, the unit will only store the last 10 digits into memory.

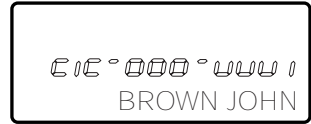




## DELETING CALLS

1. To delete an individual call:

When reviewing calls, you can delete an individual call by pressing the DELETE button once. The display will be erased line by line and the rest of the records will be renumbered.



2. To delete all calls:

When reviewing calls, you can delete all calls by pressing and holding DELETE for more than 3 seconds. Then "DELETE ALL?" will appear. Press DELETE to confirm you really want to erase all records. "-NO CALLS-" appears on the display to show there are no calls stored in memory.



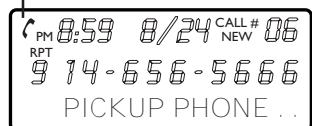
## CALLBACK

When reviewing received calls, there are two ways to dial the telephone numbers shown on the display by pressing DIAL.

1. To review calls with the handset in its cradle (on-hook), press DIAL. "PICKUP PHONE" will appear in the LCD display to ask you to pick up the handset. The number will be dialed after you pick up the handset.
2. If you pick up the handset, review the calls, and press DIAL, the displayed number will be dialed immediately.

NOTE: The HANDSET symbol will light up in the upper left hand corner of the LCD display when the handset is picked up.

Handset symbol



If “*SET AREA CODE*” appears prior to “*PICKUP PHONE...*” or dialing, it means you have not programmed the local area code. Please hang up the telephone and program the area code.

1. If a local call (a telephone number with the same area code as you set) is reviewed and its 7-digit number displayed, press DIAL to dial the number displayed.
2. If a long distance call (a telephone number with a different area code than you set) is reviewed and its 10-digit number (3-digit area code + 7-digit telephone number) is displayed, press DIAL to dial the number displayed.

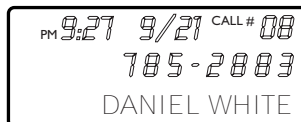
## DIAL OPTIONS BUTTON

The DIAL OPTIONS button allows you to change the format of the displayed number. The available format follows.

- 7-digit**                    7-digit telephone number.
- 10-digit**                  3-digit area code + 7-digit telephone number.
- 11-digit**                  long distance code 1 + 3-digit area code + 7-digit telephone number.

If a local call, and its 7-digit number is displayed:

- Pressing DIAL OPTIONS once will change it to a 10-digit format (your area code + 7-digit number).
- Pressing DIAL OPTIONS twice will change it to an 11 digit number (1 + your area code + 7-digit telephone number).



The original number.

- Pressing DIAL OPTIONS three times will go back to the original 7-digit telephone number.

For example: your area code is 205 and you are reviewing telephone number 785-2883.

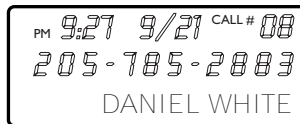
When the desired format of the telephone number is reached, press DIAL to dial the displayed number.

NOTE: Since the LCD can only display 10 digit telephone numbers, when you change the format to 11-digits, only the first 10 digits can be seen, but it will dial 11-digits after you press DIAL.

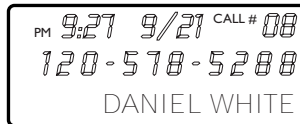
If a long distance call, and its 10-digit number is displayed,

- Pressing DIAL OPTIONS once will change it to an 11-digit number (1 + 3-digit area code + 7-digit telephone number).
- Pressing DIAL OPTIONS twice will remove the 3-digit area code and change to display only the 7-digit telephone number.
- Pressing DIAL OPTIONS three times will go back to the original 10-digit number.
- For example: your own area code is 205, and you are reviewing telephone number 914-656-5756.

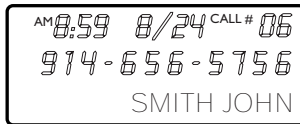
When the desired format of the telephone number is reached, press DIAL to dial the displayed number.



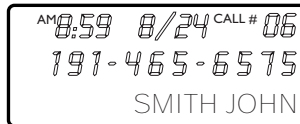
Press DIAL OPTIONS once to see a 10-digit display.



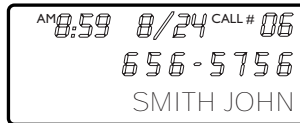
Press DIAL OPTIONS twice to see an 11-digit display.



The original number.



Press DIAL OPTIONS once to see an 11-digit display.



Press DIAL OPTIONS twice to see a 7-digit display.

## MESSAGE ERROR

- The display indicates “-MESSAGE ERROR-” if your unit receives a call that has an error in the transmission or reception.



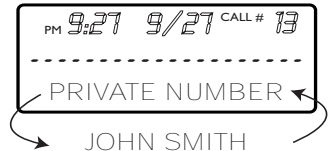
## NO DATA SENT

1. “NO DATA SENT” will be displayed if there is no caller ID (CID) number sent from the telephone company while ringing.
2. “NO DATA SENT” will also be displayed if there is no CID number sent when the call waiting tone sounds.



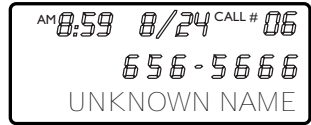
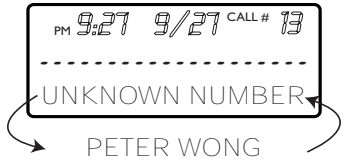
## PRIVATE CALLS

- If the caller has exercised the option to block his number from being sent, “PRIVATE NUMBER” and his name will alternately display on the screen when this information is received.
- If the caller has exercised the option to block his name from being sent, “PRIVATE NAME” and his telephone number will be displayed on the screen.
- If the caller has exercised the option to block his name and number from being sent, then “PRIVATE CALLER” will be displayed on the screen.



## UNKNOWN CALLS

- When the telephone company is unable to provide information of the caller's telephone number, "*UNKNOWN NUMBER*" and his name will alternately display on the screen when this information is received.
- When the telephone company is unable to provide information of the caller's name, "*UNKNOWN NAME*" and his telephone number will be displayed on the screen.
- When the telephone company is unable to provide information of the caller's name and number, "*UNKNOWN CALLER*" will be displayed on the screen.



## GENERAL PRODUCT CARE

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To keep your phone working and looking good, follow these guidelines:

- Avoid putting near heating appliances and devices that generate electrical noise ( for example, motors and flourescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping and other rough treatment of the unit.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original package in case you need to ship it at a later date.

# **QUESTIONS AND TROUBLESHOOTING**

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## **PHONE DOES NOT RING**

1. HI/LOW/OFF ringer switch is set to OFF position.
2. Line cord is disconnected at telephone outlet or at telephone end.
3. Phone is OFF HOOK. Make certain the hook switch is depressed when the handset is in the cradle.
4. SPEAKERPHONE indicator is on. Turn off speakerphone.

## **NO DIAL TONE**

1. Wire is disconnected at telephone jack or at wall jack.
2. Test the telephone in a different wall jack. If it works, the first jack may be defective.

## **HAVE DIAL TONE BUT CANNOT DIAL OUT**

1. Check if the PULSE/TONE switch is at the correct position.

## **REDIAL BUTTON DOES NOT FUNCTION**

1. The telephone may have been momentarily disconnected from the telephone jack. The last number in memory would then be lost if batteries were not installed or if the battery was weak.
2. A telephone number dialed by pressing the DIAL button cannot be redialed by using REDIAL.

## **STATIC**

1. Check to see if the coiled handset cord is loose.
2. Try a different phone in the wall jack. If you still get static, the problem is in the line. Call the telephone company.

## **BLANK SCREEN**

1. Check if the adapter is connected properly.

## **CALLERS ARE NOT DISPLAYED ON THE SCREEN**

1. Verify that you have subscribed to the appropriate service (Caller ID and Call Waiting Caller ID) from your telephone company. If you only subscribed to the Caller ID service, this unit will not display the call waiting caller ID information.

2. Check if your answering machine is set to answer the call before 2 rings.

### **NO CALLER INFORMATION IS DISPLAYED WHEN HEARING THE CALL WAITING AUDIO SOUND**

1. Verify that you have subscribed to the Call Waiting Caller ID service from your telephone company.
2. Check if the line cord from the wall is connected to the jack labeled LINE and the telephone or answering machine is connected to the jack labeled PHONE.

### **MESSAGE ERROR HAPPENS FREQUENTLY**

1. Caller information was not transmitted properly. Check with your telephone company to see if there is a problem with your phone line.  
Since our special design will always retain your stored call records, we encourage you to disconnect all the telephone cords, adapter and battery, and then reinstall the unit step by step per this instruction manual before you ask for service.

SPECIAL NOTE: The call records will not be erased when the adapter is disconnected. A special E2PROM design allows the unit to always retain your stored call records after you disconnect the adapter.

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